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New Feature: Shift-Click To Open Tabs In Background

2014-10-02 - Ben Henley - Σχόλια (0) - Product

We hope you're enjoying the improved agent interface, with its one-column mode designed for smaller screens.

We're still working hard to find ways to improve it, so it's as easy and productive to use as possible.

Here's a new short-cut that all one-column users should know about:

When you're looking at a list in one-column view, clicking an individual ticket (or other item) 'focuses' it: in other words, the detailed view of what you clicked will fill the column and replace the list. But what if you want to open several tickets from a list for future reference?

If you hold down your **Shift** key while you click a ticket, its tab will open in the background. So you can keep viewing the list, but you've got the tickets open and ready to go.

Here's a demo (bear in mind we're holding Shift when we click on each ticket):

Ordered by Urgency ossc v grouped by None v	:= 4
0 selected	•
#1 Urgent problem U Ser <u.ser@example.net> Department: Support Agent: Admin Admin Agent: Team: No Team</u.ser@example.net>	Awaiting Agent 6
#2 I can't do this Image: HAL <hal.9000@space.jup></hal.9000@space.jup>	Awaiting Agent 1
Department: Support Agent: Admin Admin Agent Team: No Team	
#3 Quote for new sprockets Sue Knope <susan@user.example.com></susan@user.example.com>	Awaiting Agent 1
Department: Sales Agent: Admin Admin Agent Team: No Team	

Shift-click also works from this list pull-down menu:

= - + ADI	D	
Ordere Urgent	problem	C
🗌 _{0 s} 🖬 I can't d	do this	C"
🕞 #1 🗳 Quote f	or new sprockets	C"
	av@avampla.net	

The icon at right opens the ticket in a new, focused tab, but if you Shift-click on a ticket's name, it will open in the background.

Σχετικό περιεχόμενο

- <u>New Feature: Better Search for Users</u>
- New Feature: Email Log Mass Actions

- <u>New Feature: Chat Search</u>
- <u>New Feature: Time for a Team Picture</u>
- <u>New Feature: Department Avatars</u>
- <u>New Feature: This Season's Designer Labels</u>
- <u>New Feature: Even Better Automation</u>
- New Feature: Create Tasks Automatically
 New Feature: Close Tabs in Bulk
- <u>New Feature: Close Tabs in Bul</u>
 <u>New Feature: Primary Teams</u>
- DeskPRO Build #370 Released